

## LANA Community Advisory Board

### **Tae Chong**

Maine State Housing Authority

### **Kevin Cunningham**

Catholic Charities Maine Refugee & Immigration Services

### **Janet Henry**

Maine Philanthropy Center

### **Jeff Henthorn**

State of Maine Administrative Office of the Courts

### **Margie MacDonald**

Multilingual & Multicultural Center,  
Portland Public Schools

### **Karen Moran**

River Rock Foundation

### **John Shoos**

United Way of Greater Portland

### **Beth Stickney**

Immigrant Legal Advocacy Project

### **Cindy Tack**

Maine Medical Center

### **Rachel Talbot Ross**

City of Portland

### **Meryl Troop**

Maine Office of Multicultural Affairs

### **Grace Valenzuela**

Multilingual & Multicultural Center,  
Portland Public Schools

### **Carolyn Wollen**

Betterment Fund



### **LANA is made possible through the generous support of:**

Betterment Fund

Fisher Charitable Foundation

Hannaford Bros. Co.

Maine Community Foundation

Maine Medical Center

Maine Philanthropy Center

River Rock Foundation

Sam L. Cohen Foundation

United Way of Greater Portland Foundation

### **For more information:**

LANA  
c/o United Way of Greater Portland  
400 Congress Street  
P.O. Box 15200  
Portland, Maine 04112

tel: 207.874.1000 ext. 311

TTY: 207.874.1006

fax: 207.874.1007

[www.lanamaine.org](http://www.lanamaine.org)



## Language Access in Maine



The demographics in Greater Portland have changed dramatically in recent years. As a percentage of the total population, the number of ethnically diverse residents may appear to be small. However, residents from more than **80 countries** live in Greater Portland.

Portland Public Schools, the largest and most culturally and linguistically diverse school district in the state, identifies **50 languages** spoken among its students.

Languages spoken in Maine include not just major world languages like Arabic, Chinese, French, Spanish and Russian, but also languages of less diffusion like the Sudanese tribal languages Acholi, Dinka and Nuer. According to Census 2000 data, almost **8,000 Mainers** do not speak English well or at all.

**Language Access for New Americans (LANA)** improves access to services in Maine for refugees and immigrants with limited English skills by improving the quality and increasing the number of interpreters and translators.

**For more information,**  
please contact Dolgormaa Hersom,  
LANA Project Director  
207.874.1000 x 311  
dhersom@unitedwaygp.org

## Who Benefits from LANA?

### New Americans

Through LANA, refugees and immigrants with limited English skills can receive better linguistic access to services available to the mainstream English-speaking community.



### Interpreters

Bilingual individuals interested in becoming interpreters, as well as experienced interpreters, benefit from LANA's basic and advanced trainings. Qualified interpreters also have the opportunity to be listed in LANA's statewide interpreter directory.

### Service Providers and Businesses

Service providers, such as nonprofit organizations and businesses, have access to a statewide directory of qualified freelance interpreters and organizations that provide interpretation.

Customized training opportunities are available to assist staff in providing culturally and linguistically sensitive customer service for clients with limited English proficiency.

Matching fund grants are also available for local nonprofit organizations to increase their use of interpreters and to help support New Americans in their careers as interpreters.

## LANA Services

- **Centralized Interpreter Directory**  
LANA's statewide directory lists qualified freelance individuals and organizations that provide interpreting and translation services in Maine. The directory includes information about credentials, rates, and availability and can be found online at [www.lanamaine.org](http://www.lanamaine.org).
- **Affordable Interpreter Training**  
LANA works to increase the quality and number of skilled interpreters in Maine. Training topics include *Basic Skills of Interpreting* and *Medical Interpreter Training for Signed and Spoken Language Interpreters*. Currently, LANA partners are developing a *Legal Interpreting Training*.
- **Training for Service Providers and Businesses**  
LANA provides workshops for service providers and businesses to help staff work effectively with interpreters and understand the federal requirements of language access. Workshop topics include *Working with Interpreters*, *Cross-Cultural Communication Skills* and *Effective Use of Bilingual Skills*. Customized training is available.
- **Matching Funds for Nonprofit Organizations**  
To increase the use of interpreters and help support New Americans in their careers as interpreters, LANA provides matching funds for local nonprofits specifically for interpreting and translation needs.